



Charity Retail Sales Assistant

Main Purpose of Role

Our Charity Shop Assistants are at the heart of ensuring Borders Pet Rescue (BPR) shops are successful and contribute to the improvement of the lives of animals in need. Sales Assistants provide customers with a positive experience, keep stock levels replenished throughout the day, and generate sales.

Borders Pet Rescue (BPR) was established in 1988, as a small, registered, Scottish charity offering animal rescue, re-homing, and the promotion of responsible pet ownership through education and training across the Scottish Borders and adjoining areas. Our Rescue Centre is located at Craigsford, in Earlston. Each year we are able to find new homes for over 200 dogs, cats, rabbits, guinea pigs and exotics. We rely on donations from the public, on some fundraising, and primarily on the income raised by the four Borders Pet Rescue Charity Shops, located in Galashiels, Kelso, Duns, and Hawick. Like all animal charities, BPR relies on the generosity of the animal loving public to support the work and could not survive without the dedication of its many friends and volunteers.

Your Part in the Team

- You will work with the Shop Manager, Assistant Manager, and our volunteers.
- Our overall contribution to animal welfare is stronger for being a team, so we expect that you work openly, supportively, and creatively with our volunteers, and when the opportunity arises, the Charity Manager, Animal Rescue Centre Manager and your Shop colleagues in our other locations across the Scottish Borders (Kelso, Galashiels, Hawick).

Key Responsibilities

- Providing customers with a positive experience: greeting customers, assisting with queries, sharing the story of, and promoting the work of Borders Pet Rescue.
- Sorting and managing donations and using stock knowledge to assist customers.
- Keeping stock levels replenished throughout the day.
- Supporting the generation of sales, which may include contributing to online sales developments.
- Maximising sales and revenues as guided by the Manager and Assistant Manager.
- Ensuring a clean, safe, and welcoming shop environment, including measures for the health and safety of our customers and team members.
- Making sales transactions for cash and card payments, in accordance with existing procedures.
- Occasional shop opening and closing.
- Being aware of, and complying with, all BPR policies including relevant Health & Safety requirements.
- Occasional cover in another shop, for which travel expenses would be payable.

The Person

You will enjoy working with people and be comfortable in using your initiative while knowing when to seek the guidance of others. Honest, reliable, adaptable with a positive attitude. You may have an interest in gaining retail experience and /or working with volunteers. And of course, you will have a genuine concern for animal welfare and enthusiasm for the work of the charity. The role can be physically demanding, but in return it is a satisfying and rewarding opportunity.



Essential Experience & Skills

- Experience of working with other people to achieve a shared goal.
- Honesty and Integrity in all aspects of the role including handling cash and valuable donations of stock.
- An interest in presenting goods attractively with attention to detail regarding visibility, categories, and pricing.
- An organised approach which can be used to categorise donations.
- A passion for giving pre-loved items a new use, and able to ensure that items are of a good quality for sale. Washing and cleaning as appropriate.
- Clear communication skills and confidence to welcome and advise customers, and to recognise when to give a customer the space to browse.
- Written and numerical skills to maintain records e.g., stock records, process cash payments.
- IT skills including use of internet for online sales and experience of using Microsoft Office products.
- Able to carry out manual handling duties.

Desirable skills

- Experience in shop/retail activities and achieving sales targets.
- Experience of window dressing and/or product displays.
- Experience of working with volunteers and/or vulnerable people.
- Experience of successfully achieving sales in a retail environment.